



Delta Dental of Arkansas

System Enhancements Guide for Brokers

June 18, 2024



Thank You for Your Partnership

Technology is always improving, and we're improving with it! **On July 22, 2024, we are scheduled to go live with administrative system enhancements for Delta Dental of Arkansas.**

We are excited about these upgrades, which will strengthen and modernize our systems, streamline the way we work with our customers and ultimately provide you with a higher level of service. Plus, they'll lay the groundwork for the creation of innovative benefit designs and new products that will bring more valuable coverage to your clients.

Many of the upgrades are behind-the-scenes and impact our administrative processes. However, there will be changes you'll notice, including a new online portal for brokers giving you more visibility into your total book of business with us.

While July 22 is our scheduled date for our system enhancements, we all know how projects involving technology changes evolve. If we find that an adjustment to our schedule is needed, we will notify you immediately.

This guide was created to be a quick reference tool that includes a snapshot of key changes and dates, explains what these enhancements mean to you and your clients, and details the few things that you'll need to do to be best prepared for this transition. All the dates listed in this guide are based on our scheduled July 22 date. As noted earlier, if we find we need to reschedule this date, we will notify you immediately and provide an update to this guide.

In addition, we include information on where you can find resources and training to help you manage your groups once the system enhancements are live.

As you go through this guide, pay attention to the following icons:



This icon is used to highlight a new service or functionality available with our system enhancements.



This icon is used to alert you that an action is required.



This icon is used to highlight important information or helpful tips.

As always, if you have questions, our dedicated sales and account management team is available.

We know you have many options for benefits and thank you for recommending Delta Dental of Arkansas!

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Contact Us

As we make enhancements to our systems, you and your clients can count on continuing to receive superior service from everyone here at Delta Dental of Arkansas.

Account Management

Our Account Management team remains available when you have questions about your Delta Dental benefits.

<u>Account Manager</u>	<u>Phone</u>	<u>Email</u>
Brian Bass	(501) 992-1760	bbass@deltadentalar.com
Emily Dillard	(501) 992-1668	edillard@deltadentalar.com
Chris Estoker	(501) 992-1722	cestoker@deltadentalar.com
Ben Pinter	(501) 831-9906	bpinter@deltadentalar.com
Betty Wallace	(501) 992-1768	bwallace@deltadentalar.com
Jasmine Wilbon	(501) 992-1650	jwilbon@deltadentalar.com

Sales Support Team

Our Sales Support Team is also available to our broker partners at the same phone number and email during the same hours of operation.

(501) 992-1883 | Monday - Friday, 8 am - 4:30 pm CST
ARSalesSupport@deltadentalar.com

System Enhancements Webpage

We created a system enhancements page on our website to keep you in-the-know during this process. We recommend visiting the page regularly for the most up-to-date and accurate information. On this page you'll find:

- Copies of key communications
- The current version of this guide
- Information on scheduled downtime
- Links to resources and training

Our enhancements page can be found at www.deltadentalar.com/systemupgrade.

Deadline for New Groups and ID Card Change

As noted earlier in this guide, our system enhancements will go live on July 22, 2024. In advance of these upgrades, we want to inform you of an important item regarding submitting new groups.



If you have a new group(s) with a coverage effective date (CED) of July 1 OR August 1, 2024, please submit the group's paperwork **no later than Monday, July 8, 2024.**

Also, if you have a new group that has a retroactive CED of July 1, 2024, we ask that paperwork for these groups also be submitted no later than July 8, 2024.

Please do not hold the submission until after the system enhancements go live. Our sales and account management teams will be hard at work ensuring all new groups are set up successfully, and all information is transferred into our new systems.



Additionally, new groups with a CED of August 1, 2024, or later will automatically be set up for digital ID cards only. If a group wants printed ID cards, please discuss this request with your Delta Dental Account Executive so it can be included in the group's quoted rates.

New Broker Portal

A few months ago, we communicated to our broker partners that our former “Producer Toolkit” for commission statements was being sunset as of March 31, 2024. Since that time, we have been emailing commission statements directly to you. We’re thrilled to share with you that with our system enhancements, we are launching a new broker portal!



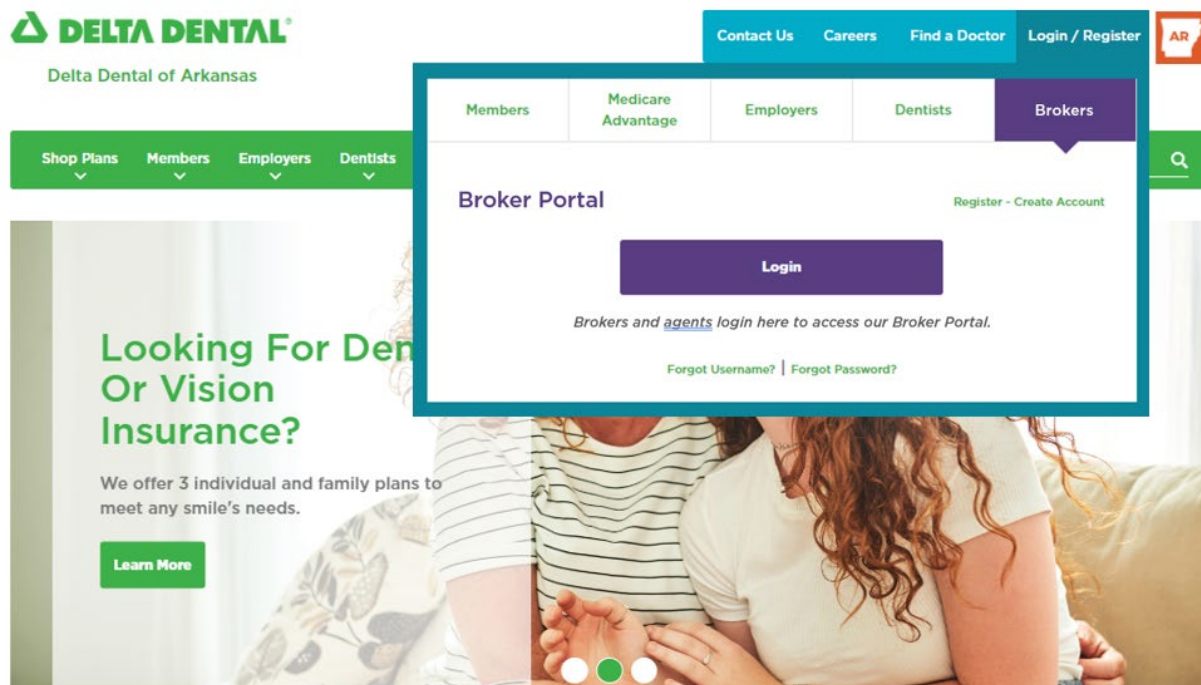
The new Broker Portal will be available on **Monday, July 22 for all brokers appointed with Delta Dental of Arkansas.**

The new Broker Portal allows you to:

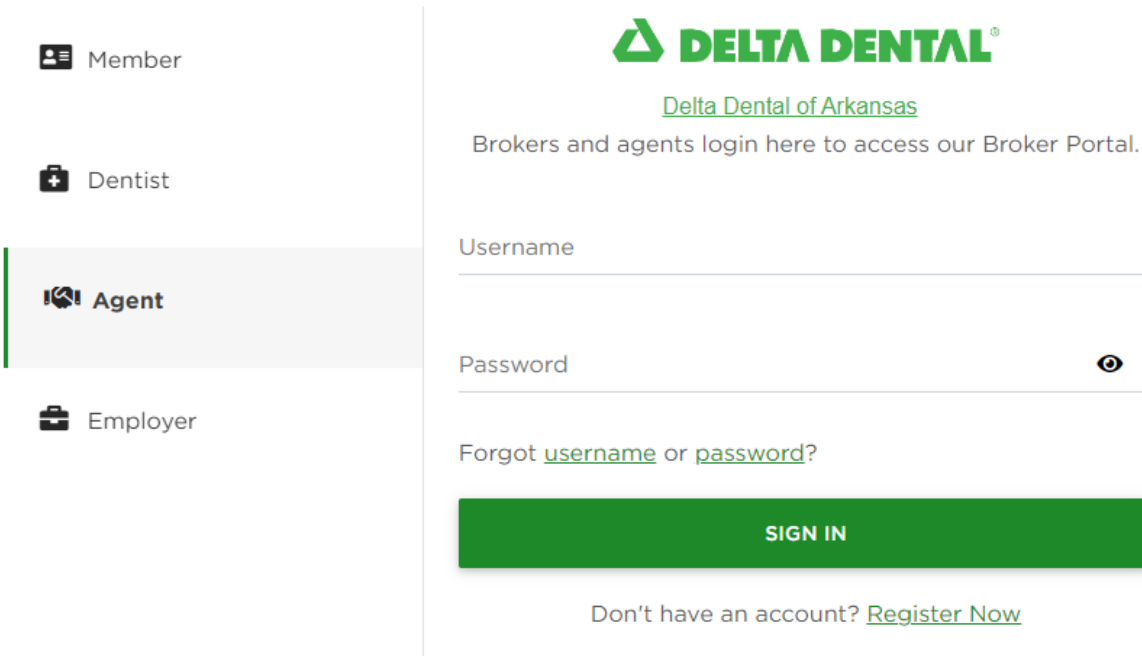
- View detailed information on groups that make up your book of business with Delta Dental.
- Access and review monthly commission statements.
- View enrollment activity for your Delta Dental groups and, if authorized by the group, manage enrollment of employees.
- View invoices for your Delta Dental groups, if authorized by the group.
- Access the new online billing and bill pay application for your Delta Dental groups, if authorized by the group.

LOGGING INTO THE NEW BROKER PORTAL

On Monday, July 22, the Delta Dental of Arkansas website (www.deltadentalar.com) will update the login link to our new Broker Portal as shown below.



After clicking the “Login” button, you’ll arrive on the sign in screen shown below.



The screenshot shows a login interface for Delta Dental. On the left is a vertical navigation menu with four options: Member (person icon), Dentist (dental office icon), Agent (person with magnifying glass icon, highlighted with a green bar), and Employer (briefcase icon). The main content area features the Delta Dental logo at the top, followed by the text "Delta Dental of Arkansas" and "Brokers and agents login here to access our Broker Portal." Below this are two input fields: "Username" and "Password" (with a toggle eye icon). A link "Forgot [username](#) or [password](#)?" is positioned below the password field. A prominent green "SIGN IN" button is centered below the fields. At the bottom, there is a link "Don't have an account? [Register Now](#)".

The first time you sign into the new Broker Portal, follow these steps:

1. Enter the same username you used for the former Employer Toolkit.
2. Enter “Password” as the password and you’ll be prompted to create a new password.

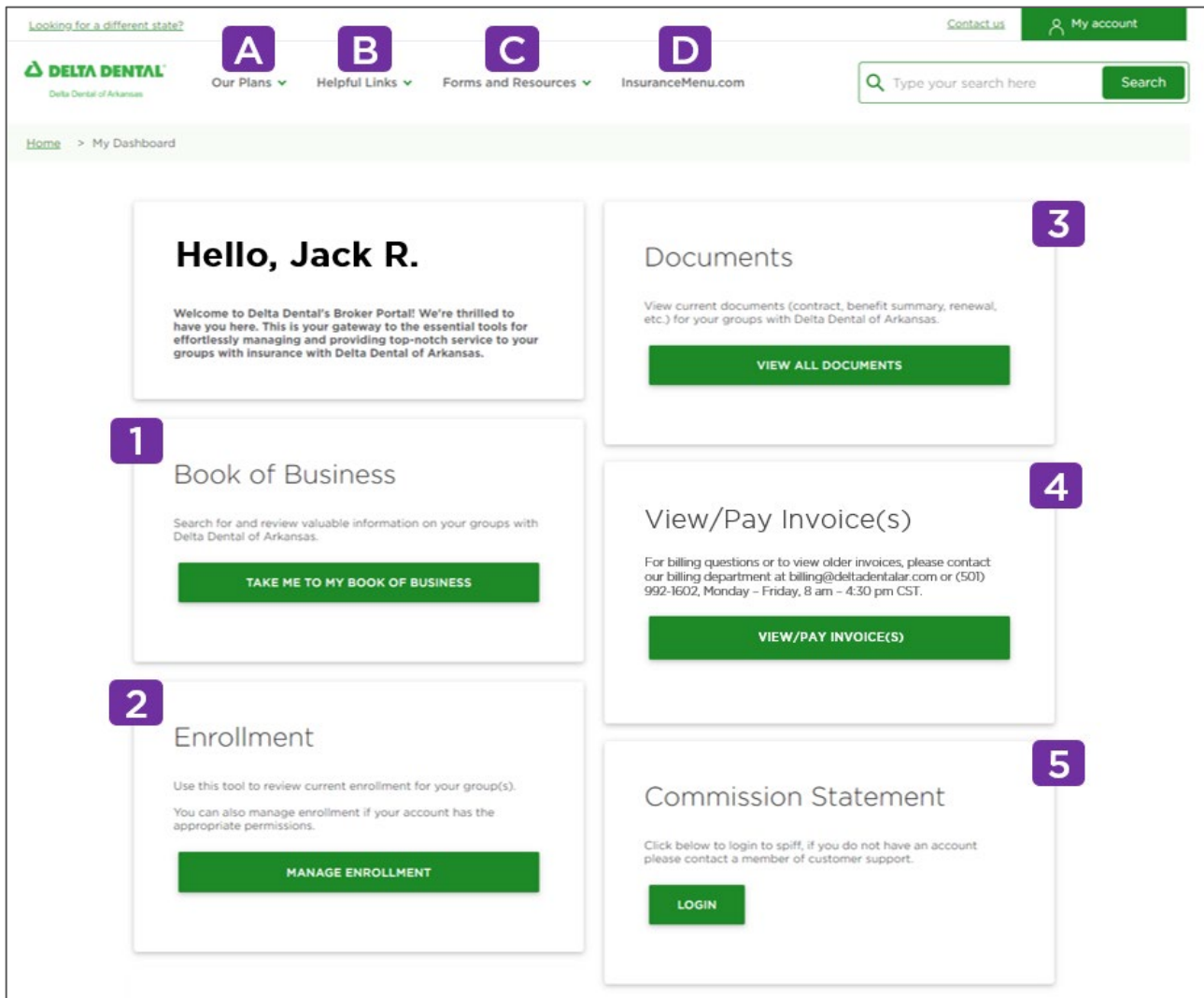
If you have issues on your first sign-in, please contact the Delta Dental Sales Support team at (501) 992-1883, Monday - Friday, 8 am - 4:30 pm CST or at ARSalesSupport@deltadentalar.com.

Once you’re logged in, all functionality is easily accessed on your dashboard and in the navigation at the top of the page as shown on the following page.



Visit our System Enhancements webpage to register for a demo of the new Broker Portal. You’ll learn how to navigate the portal, perform key functions, and have an opportunity to ask questions.

Go to www.deltadentalar.com/systemupgrade and click on the “Brokers” tab to find our schedule of demos and registration details.



Top of Page Navigation

- A** Information on all plans available for small businesses, large groups, and individuals.
- B** Links to new online billing application, commission statements, and find a doctor.
- C** Access the most used forms by our brokers and group clients.
- D** Direct link to our new insurancemenu.com application to create customer proposals.

Dashboard Navigation

- 1** Search and view information on all your groups with Delta Dental of Arkansas.
- 2** Review current enrollment for your groups and manage enrollment, if authorized.
- 3** View documents for your groups including the group contract, benefit summaries, etc.
- 4** View invoices for your Delta Dental groups, if authorized by the group.
- 5** Access and review monthly commission statements.

SPIFF Sales Commission Tracker



In addition to our new Broker Portal, Delta Dental of Arkansas has partnered with SPIFF to provide our broker partners with real-time visibility into their commission data. Brokers can access SPIFF by clicking on the “Commission Statement” card on their Broker Portal dashboard and entering your login information.

Brokers appointed with Delta Dental of Arkansas will receive an email in the next few weeks with more information on SPIFF along with your login credentials. You will need to use these login credentials each time you access SPIFF.

New Employer Portal

Delta Dental of Arkansas' existing "Employer Toolkit" is getting a new name and new layout that's more intuitive and easier to use! The new "Employer Portal" for online enrollment and billing is designed with today's benefits manager in mind.



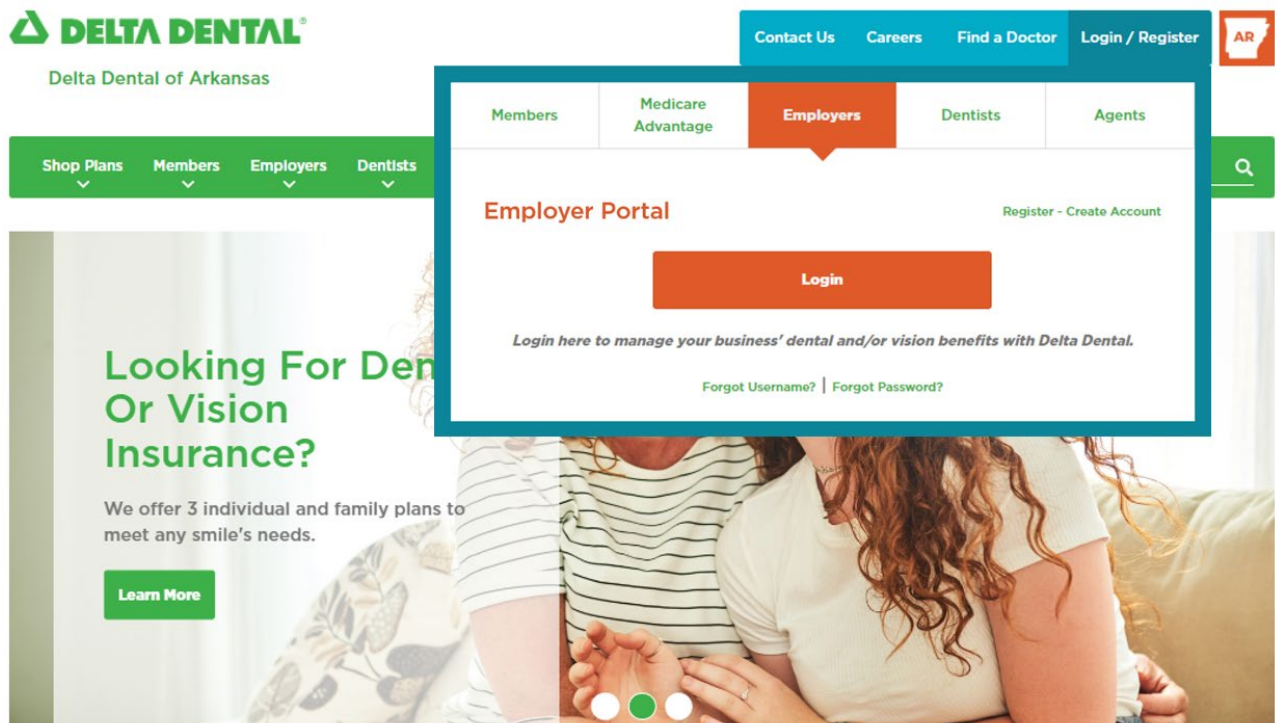
The current Employer Toolkit will no longer be available for use as of **the end of the day Friday, July 12**. (Please delete any web browser bookmarks for this site.) The new Employer Portal will be available on **Monday, July 22**.

The new Employer Portal continues to allow you to:

- View detailed information about your employees with Delta Dental coverage
- Add, edit and terminate coverage
- Review your group's benefit coverage, maximums, percentages and more
- View the latest and past claims for your business
- Access billing invoices, supporting documents and pay bills online
- Streamline the benefits management process

LOGGING INTO THE NEW EMPLOYER PORTAL

On Monday, July 22, the Delta Dental of Arkansas website (www.deltadentalar.com) will update the login link to our new Employer Portal as shown below.



After clicking the “Login” button, you’ll arrive on the sign in screen shown below.

Member

Dentist

Agent


Employer

DELTA DENTAL®

[Delta Dental of Arkansas](#)

Login here to manage your business' dental and/or vision benefits with Delta Dental.

Username

Password 

Forgot [username](#) or [password](#)?

SIGN IN

Don't have an account? [Register Now](#)

The first time you sign into the new Employer Portal, follow these steps:

1. Enter the same username you used for the former Employer Toolkit.
2. Enter “Password” as the password and you’ll be prompted to create a new password.

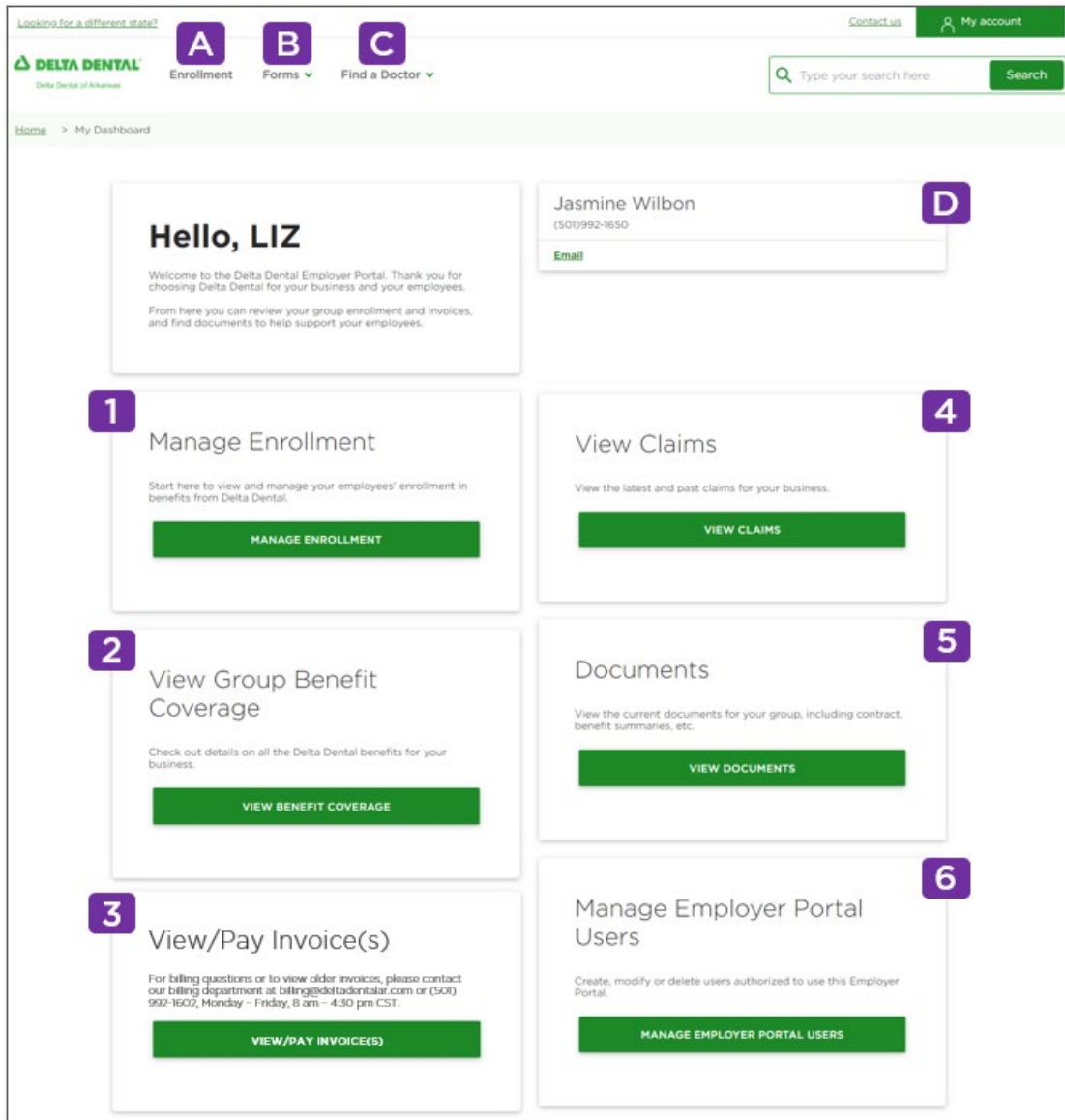
If you have issues on your first sign-in, please contact your Delta Dental Sales Support team at (501) 992-1883, Monday – Friday, 8 am – 4:30 pm CST or at ARSalesSupport@deltadental.com.

Once you’re logged in, all functionality is easily accessed on your dashboard and in the navigation at the top of the page as shown on the following page.



Visit our System Enhancements webpage to register for a demo of the new Employer Portal. You’ll learn how to navigate the portal, perform key functions, and have an opportunity to ask questions.

Go to www.deltadental.com/systemupgrade and click on the “Employers” tab to find our schedule of demos and registration details.



A Direct link to log in to our new online billing and bill pay application.

B View and manage your employees' enrollment in benefits.

C Access the most used forms by our group clients.

D This space displays the contact information for your Account Manager.

1 View and manage your employees' enrollment in benefits.

2 Click here to view details on all the Delta Dental benefits for your business.

3 Click here to go to our new Online Billing and Bill Pay application.

4 Click here to view the latest and past claims for your business.

5 View documents for your business, including the group contract, benefit summaries, etc.

6 Click here to create, modify, or delete users authorized to use this Employer Portal.



To ensure coverage information for all employees/group members is accurate, we ask that all eligibility and enrollment changes for your employees' coverage be completed in the existing "Employer Toolkit" no later than **July 12, 2024**. By having all changes documented by July 12, we can ensure that they are seamlessly carried through our System Upgrade Period from July 13 to July 21 and in place when we go live with our system enhancements on July 22. If you do have eligibility or enrollment changes that need to be made between July 13 and July 21, please send the details to our Eligibility team at eligibility@deltadental.com.



Eligibility and enrollment updates made during the day in the new Employer Portal will appear completed in the portal the next day - after our overnight processing. However, updates made via the new Employer Portal are updated in real-time in our administrative systems. That means our Customer Contact Center can view and verify updates as they are made in the new Employer Portal.

If you have an employee who happens to be going to the dentist the same day you enroll them in coverage via the Employer Toolkit, please call your Delta Dental Account Manager (see page 4). Your Account Manager can coordinate an immediate outreach to the dentist's office to ensure your employee's eligibility and coverage details are correct when they arrive.

New Online Billing and Bill Payment Application

Our new online billing and bill payment application will go live at the same time our new Employer Portal goes live – Monday, July 22, 2024.



For brokers who are authorized to set up payments for their clients, you will be able to access the new online billing and bill pay application via the new Broker Portal. Click the “Billing” card on your dashboard of the Broker Portal.

Your clients can access the new online billing and bill pay application via the new Employer Portal by clicking the “Billing” card on their dashboard.



Prior to our new Employer Toolkit and Online Bill systems going live, we want to ensure that all customers are up to date on premium bill payments. With that in mind, we’re asking that all **groups pay their July 2024 premium bill no later than July 12, 2024**. This will provide sufficient time for reconciliation and processing before we begin our “System Upgrade Period” (see page 20).



Also, billing notifications and payment confirmations will come from a different email address. Add donotreply@deltadental.com to your safe senders list in your email program and/or security software. This will ensure that billing notices are delivered to your inbox instead of being marked as spam.

If you have any billing-related questions or need assistance, our billing team is available Monday through Friday, 8 a.m. to 4:30 p.m. at (501) 992-1602 or billing@deltadental.com.



There are a few new features in the online billing and bill payment application that all clients will appreciate. And all of these make paying your premium bill online easier.

1. **Autopay Bills:** Schedule a date to have your monthly premium bill paid automatically.
2. **Paper Bills can be Paid Online:** Even if you don’t receive your invoice for premiums online, you have the option of paying your bill online.

Payment Methods

Clients of Delta Dental will continue to have three options for paying their monthly premium or administrative fee bill.

1. **Automated Clearing House (ACH):** We recommend paying premiums or fees electronically through an ACH debit to your bank account.

If you already pay premiums/fees via ACH and we are initiating the debit from your account, no action is necessary during our system enhancements.

If your business initiates the ACH payment to Delta Dental, continue sending those payments as you do today.

If your business is not paying via ACH, you can sign up for ACH payments in our new online billing and bill pay application.

2. **Wire Transfer:** If you send payment via wire transfer, please continue sending to us as you have in the past. There are no changes here relative to our system enhancements.
3. **Check:** We will continue to accept electronic check payments on our website and mailed check payments. For faster processing, please write your invoice number and group number on your check and include the remit portion of the invoice with your check, please mail them to the address on your bill.

Elimination of Social Security Numbers on Invoices

In our ongoing commitment to safeguarding the sensitive data of your client's employees, Delta Dental is implementing a crucial update regarding the handling of social security numbers. To enhance security measures and mitigate potential risks, we are discontinuing the use of social security numbers as identifiers on invoices. Instead, we will now include a unique member ID assigned by Delta Dental of Arkansas. This adjustment aims to balance the necessity of providing identifiers for billing reconciliation while prioritizing data protection and privacy.



Groups' August 2024 invoice from Delta Dental of Arkansas will be the first that does not include social security numbers. Groups should receive this invoice in late July 2024.



Delta Dental is creating a resource that will allow our group clients to match the new custom "member ID" on their invoice to the last four digits of an employee's social security number. This new resource is intended to balance the necessity of providing identifiers for reconciliation of your invoices from us while prioritizing data protection and privacy. More information about this new resource will be communicated soon. You can also register for a demo of the new Employer Portal and Online Billing application. Go to www.deltadentalark.com/systemupgrade and click on the "Employers" tab to find our schedule of demos and registration details.



We are urging all clients to assess how this adjustment may impact their process for reconciling and paying your monthly premium bill. Should you have any questions or require further assistance in adapting to this modification, please contact our billing team at (501) 992-1602, Monday through Friday, 8 a.m. - 4:30 p.m. CST or billing@deltadentalark.com.

New Member/Employee Portal

The portal for your clients' employees (our group members) is also being upgraded and will be known as the "MySmile® Member Portal." Plus, it's getting a fresh new look that loads well on mobile and desktop devices!



The existing Member Portal will not be available for use as of **end of the day Friday, July 19**. The new MySmile® Member Portal will be available on **Monday, July 22 for all group members**.

The new MySmile® Member Portal continues to allow employees to:

- View information about their dental benefits.
- Review details of claims for everyone in their family.
- Find Delta Dental network dentists.
- Get cost estimates for dental procedures.
- View and print their Member ID card.
- Schedule a virtual dental visit through our partnership with Teledentistry.com.

LOGGING INTO THE NEW MYSMILE® MEMBER PORTAL

On Monday, July 22, the Delta Dental of Arkansas website (www.deltadental.com) will update the login for our new MySmile® Member Portal as shown below.

The screenshot displays the Delta Dental of Arkansas website interface. At the top left is the Delta Dental logo. A navigation bar includes links for Contact Us, Careers, Find a Doctor, and Login / Register. Below this is a secondary navigation bar with dropdown menus for Shop Plans, Members, Employers, and Dentists. The main content area features a large banner with the text "Looking For Dental Or Vision Insurance?" and a "Learn More" button. Overlaid on this is a "Member Portal" login window. This window has tabs for Members, Medicare Advantage, Employers, Dentists, and Agents. The "Members" tab is active, showing two login paths: one for those who receive insurance through their work (with a blue "Login" button) and one for those who bought insurance directly from Delta Dental (with a green "Login" button). Both paths include links for "Register - Create Account", "Forgot Username", and "Forgot Password".

The login option shown in [light blue](#) is for the NEW “MySmile® Member Portal.” Your employees (our group members) use this login to access the MySmile® Member Portal.

The login option show in [green](#) is NOT for group members. This login option is for members who purchased their dental insurance directly from Delta Dental of Arkansas OR have dental benefits through a “Wellcare by Allwell” Medicare Advantage plan.

After clicking the light blue “Login” button, members will arrive on the sign in screen shown below.

Member

Dentist

Agent


Employer

DELTA DENTAL®

[Delta Dental of Arkansas](#)

Login here if you receive your dental insurance through your work or if you bought your insurance directly from Delta Dental.

Username

Password 

Forgot [username](#) or [password](#)?

SIGN IN

Don't have an account? [Register Now](#)

The first time a member signs into the new MySmile® Member Portal, they will follow these two steps:

1. Enter the same username they used for the former Member Portal.
2. Enter “Password” as the password and they’ll be prompted to create a new password.

If employees encounter a problem on their first sign in, they will need to create a new account. New accounts are easily created using the employees’ name, address, and date of birth OR their member ID number (which is NOT changing).

Group and Member ID Numbers

While a number of things are changing with our system enhancements, there are also things that **ARE NOT** changing. Two of those things are group numbers and member ID numbers.

The group number and sub-group numbers (also called client number or sub-client numbers) for our clients **ARE NOT** changing. You'll continue to see those same numbers on your invoices as well as online in the new Employer Portal.

Member ID numbers also **ARE NOT** changing for your employees. They can continue using the same ID cards they currently have. If they need a replacement ID card for any reason, they can get a replacement card in the new MySmile® Member Portal starting on July 22, 2024. Or if they have the Delta Dental Mobile App, they will always have their ID card right on their phone.



Employees/Members can access digital ID cards online via the new MySmile® Member Portal or through the Delta Dental Mobile App.

System Upgrade Period

We've identified Saturday, July 13 through Sunday, July 21 as our "System Upgrade Period." Please review the details below on how new group set up, eligibility updates, online bill pay, claims submission and payments plus access to certain systems will be impacted during this period.

Deadline for Submitting New Groups with 08/01/2024 Coverage Effective Date

If you have a new group(s) with a coverage effective date (CED) of August 1, 2024, or later, please submit the group's paperwork no later than Monday, July 8, 2024. Also, if you have a new group that has a retroactive CED of July 1, 2024, we ask that paperwork for these groups also be submitted no later than July 8, 2024. Please do not hold the submission until after the system enhancements go live. Our sales and account management teams will be hard at work ensuring all new groups are set up successfully, and all information is transferred into our new systems.

Additionally, new groups with a CED of August 1, 2024, or later will automatically be set up for digital ID cards only. If a group wants printed ID cards, please discuss this request with your Delta Dental Account Executive so it can be included in the group's quoted rates.

Access to New Online Portal for Brokers (Broker Portal)

Our former "Producer Toolkit" was discontinued back in March 2024. Our new "Broker Portal" will be available on Monday, July 22, 2024. To begin using the new Broker Portal, anyone who was a registered user for the former Producer Toolkit can sign in using their username. If you have an issue on your first sign in, please contact the Delta Dental Sales Support team. See the "Contact Us" information on page 4.

Access to Current Online Portal for Groups (Employer Toolkit)

Access to and use of the current "Employer Toolkit" will end at the close of business on Friday, July 12, 2024. This includes access to enrollment and eligibility functionality (i.e. adding/termining enrollees, address changes, etc.) and online bill pay functionality. As already noted in this guide, we recommend:

- all eligibility/enrollment changes be made before July 12 (see page 13) and
- online payment of July premium bills be completed no later than Friday, July 12 (see page 14).

Access to New Online Portal for Groups (Employer Portal)

The new "Employer Portal" will be available on Monday, July 22, 2024. To begin using the new Employer Portal, anyone who was a registered user for the former Employer Toolkit can sign in using their current username. If users have an issue on their first sign-in, please contact your Delta Dental account manager. See the "Contact Us" information on page 4.

Access to Current Online Portal for Members/Employees (Member Portal)

Access to and use of the current “Member Portal” will end for group members/employees at the close of business on Friday, July 19, 2024.

Access to New Online Portal for Members (MySmile® Member Portal)

The new “MySmile® Member Portal” will be available on Monday, July 22, 2024, to all group members/employees. To begin using the new MySmile Member Portal, any member who was a registered user for the former Member Portal can sign in using their current username. Information on their benefits, claims, and covered family members will be active in the new portal.

Claims Submission and Payment

If any members visit a dentist during our System Upgrade Period, dentists will continue to submit claims as usual. Delta Dental of Arkansas **will not pause accepting** claims as we upgrade our systems.

Claims received from dentists during the System Upgrade Period (Saturday, July 13 – Sunday, July 21) will be held for processing until Monday, July 22. We have communicated with dentists that they may experience a slight delay in processing and payment once the processing of claims resumes on Monday, July 22, 2024. We will be back to our normal turnaround times for processing and payment of claims as soon as possible after July 22.

Checklist for Brokers

For your convenience, we've created this handy checklist that outlines any action items you should take to ensure a successful transition during our system enhancements. The page numbers listed refer to the System Enhancements Guide for Brokers.

- Remember July 22, 2024, is our scheduled date for Delta Dental's system enhancements to go live. If we find that an adjustment to our schedule is needed, we will notify you immediately.
- Bookmark www.deltadental.com/systemupgrade to see communications we've shared with all our customers, including our members. Check the site frequently for updates including revisions to this System Enhancements Guide.
- Submit all paperwork for new groups with a coverage effective date (CED) of August 1, 2024. If you have a new group(s) with a CED of August 1, 2024, or later, please submit the group's paperwork no later than Monday, July 8, 2024. See page 5.
- Document your username for the former "Employer Toolkit." You'll use this username to login to the new "Broker Portal" beginning July 22. See page 7.
- Visit our System Enhancements webpage to register for a demo of the new Broker Portal. Go to www.deltadental.com/systemupgrade and click on the "Brokers" tab to find a schedule of demos and registration details.
- July 12, 2024 - Date by which all eligibility/enrollment changes need to have been made by groups in the existing "Employer Toolkit". See page 13.
- July 12, 2024 - Recommended date by which group's July premium bill should be paid. See page 14.
- Prepare for receipt of group's August 2024 invoice. This will be the first invoice that uses only the last 4 digits of the member's social security number as a unique identifier. See page 16.

Notes

Notes



Delta Dental of Arkansas

deltadental.com

